EarthDesk 7 Help

This tutorial is intended to help you use EarthDesk 7. It is written in plain English, specifically for non-techies.

Downloading EarthDesk

If you have a Mac, download EarthDesk 7 for Mac here:
http://www.xericdesign.com/earthdesk-download.php

If you have Windows, download EarthDesk 7 for Windows here:
http://www.xericdesign.com/earthdesk-download-win.php

To install the **Mac** version of EarthDesk, click the downloaded file. (It should be located in a small box with an arrow, usually in the upper right-hand corner of your browser window.) A new window will open containing the EarthDesk License Agreement. Read it and click Agree to continue.

Another window will appear asking you to double-click the EarthDesk icon to copy EarthDesk into System Preferences. Upon doing this, you may see a window stating, ""EarthDesk Installer" is an application downloaded from the Internet. Are you sure you want to open it?" Yes, you want to open it, so click Open.

System Preferences will open. A sheet will slide down stating, "The EarthDesk preferences pane must be installed before you can use it. Do you want to install it now?" Select "Install for this user only" and click the "Install" button.

Now you should see the EarthDesk preference pane, hereafter referred to as the prefPane.

The **Windows** version installs the same way as all other Windows software. To find the EarthDesk Preferences window, open the System Tray, find the Globe icon and click it. Then follow the steps below. Please note that there may be some differences between the instructions for the Mac version and the Windows version. These instructions are for the Mac version and, for simplicity's sake, the EarthDesk Preferences window will hereafter be referred to as the prefPane.

Now click the "Start EarthDesk" button in the upper left-hand corner of the EarthDesk prefPane. After an initial loading procedure, EarthDesk should appear on your primary monitor as a Mac desktop or Windows wallpaper. If you have more than one monitor, you should see the prefPane on your additional monitor(s). To make the EarthDesk map appear there, check the box in the lower left-hand corner of the prefPane that says"Show EarthDesk on this display".

If you have not yet purchased or installed your EarthDesk license key, the map will have an “Unlicensed” watermark, but will otherwise be fully functional. You can find instructions on how to purchase and/or enter your license key(s) near the end of this document under the heading “License Tab”.

The EarthDesk prefPane has seven tabs across the top: Settings, Appearance, Labels, Internet, Database, Advanced, and License. I will explain each one in turn, from left to right. If you are looking for specific information, type your keywords into the Search box in the upper right-hand corner of this window. Otherwise, you may simply follow along.

Making Changes to EarthDesk After it is Installed

Mac version
If you want to change your EarthDesk Preferences, open System Preferences and look on the bottom row for the EarthDesk icon. Double-click that icon to open the preferences window of EarthDesk.

Windows version
Open the System Tray and click the EarthDesk icon to access the EarthDesk Preferences window.

Settings Tab

This tab will appear on your primary monitor only.

Check the boxes in this tab to optionally:

Launch EarthDesk automatically upon log in,

Check for updates automatically once a week,

Place an EarthDesk menu bar status icon in the menu bar in the top right-hand corner of your screen,

Show image in all spaces (EarthDesk can either run in one space or all spaces), and

Span image across all screens. To use this feature, go to System Preferences: Mission Control, uncheck “Displays have separate Spaces,” then log out and log back in.

You can also click the “Check for Update” button to check for updates at your convenience.

I will explain “Manage Presets” in the next section.

Rendering Progress

EarthDesk is always rendering slowly in the background. The progress of this rendering is shown in the circle in the lower right corner of each tab.

Appearance Tab

This tab will appear on all of your monitors. It allows you to configure the appearance of the maps for each monitor.

Map Images

Natural Color
This option shows seasonal satellite images. Snow and vegetation levels change month-to-month from static NASA photographs.

Living Earth™ Satellite
This image, licensed from The Living Earth, Inc., is an enhanced-color image with a bright blue ocean.

Shaded Relief
This image shows the Earth's topographic features very clearly. Turn off the clouds to fully appreciate the world's mountain ranges and river systems without leaving your desk.

Political
This political map shows country outlines in an antique color scheme.

All of the images, except Political, show city lights in the nighttime areas. The lights of wildfires, cooking fires, and fishing boats can also be seen in some areas.

Map Projections

Only a globe can represent the world without distortion. Once a map is projected from a sphere onto a two-dimensional plane, it always incurs distortion in one or more of the following: distance, direction, scale and/or area. EarthDesk supports the following map projections:

Equirectangular Projection
This is the simplest of projections. Points of latitude and longitude are projected onto a perfectly square grid.

Van Der Grinten Projection
In this projection, meridians are arcs, enclosing the world in a circle. Because of the large distortion near the poles, the projection is clipped above Greenland and at the

northern extent of Antarctica. In recent times, this has become a popular replacement for the Mercator projection.

Miller Projection
This is a rectangular projection that avoids much of the distortion of the Mercator projection (see below), but is not useful for navigation as both distance and direction are distorted.

Mercator Projection
Perhaps the best known of all protections, it was originally used in early navigation, since a straight line on the map is a rhumb line (line of constant direction). Unfortunately, it also results in large distortions in the polar regions.

Transverse Mercator Projection
This projection works very well for large areas that extend north-south and are relatively narrow east-west. A common use is to view North and South America simultaneously.

Robinson Projection
Rather than using mathematical equations to calculate the projection, the Robinson projection uses a series of numerical tables to make the world "look right." All aspects of the map incur some distortion.

Mollweide Projection
The Mollweide projection, used for world maps, is accurate in terms of area, but distorts shapes and directions. The 90th meridians are circular arcs. Parallels are straight, but unequally spaced.

Hammer Projection
Like the Mollweide projection, the Hammer projection is "equal-area," but is less elongated east to west.

Sinusoidal Projection
Similar to the Mollweide in that it accurately reflects area, the Sinusoidal projection works better for depicting areas with large north to south extents.

Azimuthal Projection
Often used for long-range navigation, seismology, and by radio operators, straight lines are Great Circle routes, indicating true distance and direction and the shortest path between the two endpoints.

Globe Projection
Actually an orthographic projection, this view depicts the earth in perspective as it would appear from deep space.

Fit to Screen

While this is not a true projection, it can be used to fit the entire map on your screen without any overlap. New Zealand will only appear once, for example.

Moonlight

Accurate Moonlight
This option shows moonlight over the Earth as it actually appears, taking into account the phase and position of the moon. There will often be a boundary between where the moon is visible and where it is not, giving the night area two shades of darkness.

Accurate Brightness Only
This option shows the proper moon intensity, but assumes it covers the entire night area, rather than the real area of visible moonlight. The entire night area will be the same shade of darkness.

Accurate Region Only
This option shows moonlight over the Earth as it would appear if the moon were full, taking into account the moon's current position. There will often be a boundary between where the moon is visible and where it is not, giving the night area two shades of darkness.

Full Moonlight
Shows moonlight over the Earth as it would appear if the moon were full, not taking into account the moon's current position. The entire night area will be bathed in moonlight. Areas with high reflectivity, such as the Sahara Desert, will be somewhat blue.

No Moonlight
Does not show any moonlight regardless of the current state of the moon. The entire night area will be very dark.

During the vernal and autumnal equinoxes, the line between day and night will be vertical.

Background

To see a background behind EarthDesk, choose a projection that does not fill the entire screen, such as Globe or Azimuthal.

Custom Desktop
If you choose this option, you will be asked to select a background. Click the "Select Background" button and choose an image from your computer.

Starfield

This option puts a starfield background behind EarthDesk. Try it with the Globe projection!

Solid Color
This option puts the solid color of your choice behind EarthDesk. Click the default black rectangle to use the color wheel.

Position

Maps can be centered on a city so that the map remains stationary while the sun and moon move. Alternatively, the map center may be locked to the position of the sun or moon so that the shadow remains fixed, while the map moves. For example, by centering on the sub-solar point, the map will move throughout the day, keeping the sun in the center of the screen. Click the "Position" button to center the map on the location of your choice. A sheet will slide down giving you the following options:

Center on map origin
This will center the map at the intersection of the Equator and Prime Meridian, in the Gulf of Guinea off the coast of western Africa.

Center on geographic coordinates
Enter the latitude and longitude of your choice.

Center relative to the sun or moon

Subsolar Point
With this option, the sun will stay at the center of your monitor while the map moves beneath it throughout the day. With projections such as Equirectangular, the map will stay centered on the Equator, only taking into account the sun's longitude. With the Globe and Azimuthal projections, the map will center on both the sun's longitude and latitude.

Subsolar Antipode
This option will center the map on the opposite side of the Earth from the sun. If you sleep in the same room as your computer and you want EarthDesk to be as dark as possible during the night, set it to center on the Subsolar Antipode. Use the Globe projection, the starfield (or solid black) background, and No Moonlight. Save this setting as a Preset to easily switch to this configuration before going to bed. (See "Manage Presets," below, for detailed instructions.)

Sublunar Point
With this option, the moon will stay at the center of your monitor while the map moves beneath it throughout the day. With projections such as Equirectangular, the map will stay centered on the Equator, only taking into account the moon's longitude. With the Globe and Azimuthal projections, the map will center on both the moon's longitude and latitude.

Sublunar Antipode
This option will center the map on the opposite side of the Earth from the moon.

Equatorial Sunrise
This option centers the map on the sunrise at the Equator.

Equatorial Noon
This option centers the map on noon at the Equator.

Equatorial Sunset
This option centers the map on the sunset at the Equator.

Equatorial Moonrise
This option centers the map on the moonrise at the Equator.

Equatorial Moonset
This option centers the map on the moonset at the Equator.

Center on internet-based data:

Most Recent Earthquake – Requires a Data Subscription
Use this option to center on the most recent earthquake at the minimum magnitude you've selected in the Internet Tab of the prefPane. For example, if the minimum magnitude you wish to see is 4.0, and you choose Center on Most Recent Earthquake, EarthDesk will center on the most recent earthquake of 4.0 or greater. Earthquakes update every fifteen minutes from the internet, if you have a data subscription and an internet connection. With projections such as Equirectangular, the map stays centered on the Equator, only taking into account the earthquake's longitude. With the Globe and Azimuthal projections, the map will center on both the earthquake's longitude and latitude.

Largest Earthquake in 24 Hours – Requires a Data Subscription
Use this option to center on the largest earthquake in the past 24 hours. With projections such as Equirectangular, the map stays centered on the Equator, only taking into account the earthquake's longitude. With the Globe and Azimuthal projections, the map will center on both the earthquake's longitude and latitude.

Largest Tropical Storm – Requires a Data Subscription
Use this option to center the map on the largest tropical storm, hurricane, typhoon, or cyclone. With projections such as Equirectangular, the map stays centered on the Equator, only taking into account the storm's longitude. With the Globe and Azimuthal projections, the map will center on both the storm's longitude and latitude.

International Space Station – Requires a Data Subscription

Use this option to center the map on the International Space Station, or ISS. With projections such as Equirectangular, the map stays centered on the Equator, only taking into account the ISS's longitude. With the Globe and Azimuthal projections, the map will center on both the ISS's longitude and latitude. Please note that centering on the ISS and changing the Update Frequency to "Fast" or "Constant" will cause your fan to come on, and is not recommended.

Center on named location
To use this option, click the plus sign in the lower left-hand corner (beneath the box listing City, Region, and Country). A sheet will slide down. Use the Search box to find the location of your choice from our database. Please note that only cities with airports are listed in our database. For example, Entebbe, Uganda is listed, but Kampala, the capital of Uganda, is not. This is because the airport is in Entebbe. To center on a place without an airport, either choose a place nearby that has an airport or add a custom location. (See "Add Custom Location" instructions under "Database Tab".)

Center on random location
The map will center on random locations. Use the Update Frequency slider (just below the Position button) to determine the frequency with which the map will change locations.

Horizonal – Vertical – Rotation

The Globe and Azimuthal projections can be offset; they do not have to be centered on the screen. Use the sliders to place these projections exactly where you want them. The Globe can be moved right or left, up or down, or rotated to a specific degree. With the Azimuthal projections, you can move the map right or left and up or down, but rotation is not an option.

Center
To put the map back in the center of the monitor, click the Center button.

Inverted display
Select this option to put north at the bottom of the map. Unselect this option to put north back at the top of the map.

Graticule
A graticule a network of lines representing parallels and meridians. Click the Graticule button to turn on parallels, meridians, the equator, tropical circles, and polar circles. Lines will appear on the map to represent these features. Click the colored boxes to change the color of the lines. Use the slider to increase or decrease the thickness of the lines. Use the Grid Spacing menu to change the number of lines you see. The default is a line every 10 degrees, but it can be changed from 5 degrees to 45 degrees. Use the Maximum Latitude menu to choose the highest latitude for

the lines. The default is 80 degrees, but it can be changed from Polar Circle (60 degrees) up to 90 degrees.

Update Frequency
EarthDesk was designed for fast performance and low processor usage. Depending on the speed of your computer, you can choose to have the map images update every minute, every thirty minutes, or somewhere in between. If you set the slider all the way to "Fast", EarthDesk will update constantly. While this can be entertaining to watch, your computer's fan will soon come on. We don't recommend leaving EarthDesk set to update constantly for any length of time, as this will take too much processor power.

Brightness
Brighten or dim the map by moving the brightness slider. The background will not change.

Cloud Opacity
Use this slider to adjust the transparency level of the clouds from 100% (normal clouds), down to zero (no clouds shown). A setting of about 75% allows a good depiction of clouds, while still allowing you to see the land or sea beneath them.

Note that since Xeric Design, Ltd. does not actually supply the cloud images, we cannot guarantee their timeliness or availability. You must be connected to the internet to see cloud updates.

Scale
Maps can be zoomed from 50% to 400%. At high zoom levels and with certain projections, it is possible to magnify the image to such an extent that the internal maps do not have enough detail to perfectly render the image. You will notice a slight blurring in these cases.

Shadow
Use this slider to adjust the night shadow. For example, if you want to study the map in a place where it's currently nighttime, move this slider all the way to the left to temporarily eliminate the night shadow.

Cloud Contrast
Use this slider to adjust the cloud contrast from between 50% and 200% of normal.

Manage Presets
Use this button to establish pre-configured settings. First, set EarthDesk up exactly the way you want it, choosing your custom settings, as well as the image, projection, moonlight, background, position, graticule, etc. Then click the Manage Presets button. A sheet will slide down. Click the plus sign and give your preset at name. Hit

Return to save your preset. We suggest making several different presets, so that you can easily toggle between them.

Use the gear button to export your presets to someplace safe, such as an external hard drive. If you need to uninstall and reinstall EarthDesk, you can then simply import your presets back into EarthDesk, using the same gear button.

Labels Tab

Use this tab to put pins and labels on the map. First, click the plus sign in the lower left-hand corner of the Labels Tab. A sheet will slide down. Use the Search box to find the location you would like to have pinned and/or labeled on the map. Select the location and click OK. Now there should be a red pin on the map. If you would like a different colored pin, use the up and down arrows to the right of the red pin in the Labels Tab.

To add a city name next to the pin, select the box “Append city labels to colored markers.” You can adjust the label size (small, medium, or large) by using the “Label Size” menu. You can adjust the opacity of the labels by using the slider to the right of the Label Size menu. You can change the label background from black to white by selecting “Use white background for labels.” This will automatically change the label text from white to black.

To delete a pinned location from the map, go to the Labels Tab, select the city and click the minus sign. This will not delete the city from the database.

Sun and Moon icons

On the map, you should see one yellow circle and one whitish circle.

These are the sun and moon. By default, they will be represented on the screen directly beneath their exact position relative to the Earth. To turn the sun and moon off, unselect “Display position of sun and moon” in the Labels Tab. This feature does not require an internet connection.

Internet Tab

Use the Internet Tab to adjust the data feeds displayed on the EarthDesk map. Some data feeds are only available with a data subscription.

Cloud images

If you have a current data subscription, 32-megapixel, parallax-corrected, precisely geolocated clouds will automatically download from the internet every three hours.

If you do not have a data subscription, 2-megapixel clouds will automatically download from the internet every six hours. These may or may not be parallax-corrected or precisely geolocated, and the clouds at the polar regions may be mirrored from the clouds nearest them, depending on the source of the data feed.

Tick or untick the box “Display near real-time satellite cloud images” to turn EarthDesk’s cloud images on or off.

If this box is selected and you are not seeing cloud images at all, first make sure you are connected to the internet, and then check to see whether you are behind a firewall. If you are behind a firewall, then please instruct your firewall to allow anything from *.xericdesign.com.

If you are seeing clouds, but they look a bit strange, this is an error in the satellite image taken from space. These errors generally fix themselves when new images are taken. Occasionally, a satellite malfunctions and needs to be repaired or replaced. We do not own the satellites and we do not control the quality of the cloud images, or guarantee the cloud images in any way.

Earthquakes
Earthquakes are represented on the map with red and white concentric circles, such as this one:

The larger the earthquake is, the larger the circle will be.

To turn off all earthquakes, untick the square box next to the rectangular Earthquakes button.

To manage which earthquakes you see, click the rectangular Earthquakes button. A sheet will slide down. Use the slider to adjust minimum magnitude. The default is 5.0, which is quite large, but not major. If you want to see all earthquakes, move the slider all the way to the left. If you only want to see the major earthquakes, move the slider all the way to the right.

By default, earthquakes will stay on your desktop for seven days. To make them disappear faster, use the “Maximum Days Old” slider. You can also tick the box “Face older events”. Then click Done to save your changes.

Storms
You will be able to see hurricanes and other major storms just by looking at the map. If you have a data subscription, a blue swirly dot will appear next to named tropical storms, hurricanes, typhoons, and cyclones. You can also add the name and category of the storm to the map by following the instructions below.

The storm icon looks like this:

Note that polar vortexes are not named storms, so they will not have a blue swirly dot. Also note that, during certain times of the year, there are no named storms. If you don't see any named storms, make sure your storms are turned on, make sure you're connected to the internet, and that your data subscription is active. If you still don't see any named storms, you can look at various weather-related websites to confirm that there are currently no named storms. If there are named storms and they do not appear on your map, check to make sure that you are not behind a firewall. If you are behind a firewall, then please instruct your firewall to allow anything from *.xericdesign.com.

To turn off all blue swirly dots, storm names, and storm categories, untick the square box next to the rectangular Storms button.

To show the names and categories of storms, click the rectangular Storms button. A sheet will slide down. Tick the box "Show Tropical Storms" to get started. You can label the storm with its short name or full name. You can choose to show the Saffir-Simpson category, which can range from negative numbers to the largest category 5 storms.

As in the Labels Tab, you can change the label background from black to white by selecting "Use white background for labels." This will automatically change the label text from white to black. You can adjust the label size (small, medium, or large) by using the "Label Size" menu. And you can adjust the opacity of the labels by using the "Label opacity" slider. Click Done to save your changes.

If you are tracking a storm over several days and it disappears, then it has most likely dissipated to the point where it is no longer relevant.

Satellites
This feature requires a data subscription.

EarthDesk tracks the International Space Station (ISS), which is represented by a charcoal and light gray circle that has "ISS" written inside it. To turn the ISS on and off, use the square box next to the rectangular Satellites button. If you click the rectangular Satellites button, a sheet will slide down with the option to "Show International Space Station". If the ISS is not showing on your desktop, make sure it is turned on in both places. If you are still not seeing it, go to the Appearance Tab and click the Position button. Choose "Center on internet-based data" and choose the International Space Station. This will center the map on the ISS. If you still do not see it, make sure you are connected to the internet, that your data subscription is

active, and that you are not behind a firewall. If you are behind a firewall, then please instruct your firewall to allow anything from *.xericdesign.com.

We are planning to add more satellites in a future update. If there are specific satellites you would like us to add, contact us

Database Tab

EarthDesk contains a database of nearly 10,000 locations. You can use the Database Tab to add a custom location.

Add Custom Location
To add a custom location to your copy of EarthDesk, click the plus sign in the lower left-hand corner of the Database Tab. A sheet will slide down. Give the location any name you want (e.g., “Mom’s house”) and fill in the rest of the information. Then click OK to save your changes. You can now go to the Appearance Tab to center the map on that location. You can also go to the Labels Tab to label and/or pin that location on the map.

To delete a location, select it and click the minus sign.

If you simply want to search the database, use the Search box to find a location by typing in the first few letters of the location’s name. If you double-click the location in the list, a sheet will slide down with location information, including latitude and longitude. You are able to make changes to this information, but those changes will be permanently made to your copy of EarthDesk. To change them back to the original settings, you will need to uninstall and reinstall.

You can sort the locations list by city, region, or country by clicking on the column headers. Latitude and Longitude are given for information only and cannot be used for sorting.

As stated earlier, only cities with airports are listed in our database. For example, Watsonville, California, is listed, but Santa Cruz, California, a much more widely-known location, is not. This is because the airport is in Watsonville. To center on a place without an airport, either choose a place nearby that has an airport or add a custom location.

Advanced Tab

The Advanced Tab allows you to configure EarthDesk’s timing and rendering performance according to your needs. You can choose to use EarthDesk as a screen saver (Mac version only), log messages to system console, prepare the map cache before rendering, or enable distributed rendering. I’ll explain each one here, from top to bottom.

EarthDesk Mode

There are two options under Desktop Mode: Desktop Picture or Screen Saver Only. If you want an EarthDesk image on your desktop (regardless of whether you want to use EarthDesk as a screen saver), choose Desktop Picture. If you do not want an EarthDesk image on your desktop and only want to use EarthDesk as a screen saver, choose Screen Saver Only.

Enable screen saver module

Currently, the screen saver option only works with the Mac version.

To use EarthDesk as a screen saver on macOS 15, go to the Advanced Tab and click the top box to enable the screen saver module. Then in the Screen Saver section of System Settings, go to the very bottom row, and scroll all the way to the right to find EarthDesk. Select that as your screen saver. Note that EarthDesk has to be running for this to work. (You can select it at any time, but if EarthDesk is not running, it will just display a "not running" message.)

The directions are essentially the same for the modern System Settings or the former System Preferences:

1) Check the Enable Screen Saver box in the Advanced Tab of EarthDesk

2) Select the EarthDesk module in the Screen Saver section of System Settings/Preferences

3) Make sure EarthDesk is running and enabled for the display you want to use it on.

Log messages to system console

In the Mac version, the System Console is located in Application -> Utilities -> Console. If you have a tech support issue, we may ask you to select this option in the Advanced Tab. After a few hours of running EarthDesk with this option selected, open the System Console, type EarthDesk in the Search box, copy/paste anything related to EarthDesk into an email and send it to us. This will help us diagnose the problem you are having.

Always prepare map cache before rendering

Choose this option if you would like EarthDesk to prepare maps before rendering them on the screen. This improves the overall performance of EarthDesk, but can result in longer startup times.

Enable distributed rendering

This option allows EarthDesk to render an image over the course of the update interval, which is determined by the Update Frequency you set in the Appearance Tab.

Screen Saver Setup

(This is grayed out on my copy and I don't know how to use it.)

Show Support Files

If you write to us for tech support, we may ask you to click the "Show Support Files" button. It will open an Application Support window and "com.xericdesign.earthdesk" should be automatically highlighted. Within this folder, you should see several subfolders: Clouds, Desktops, Earthquakes, Gazetter, Maps, Satellites, and Storms.

If you are seeing stale screen saver images, delete the.jpg files under Desktops, drag them to the trash and then empty the trash. Stop and restart EarthDesk. There should be one .jpg file for each monitor.

License Tab

Click the License Tab to purchase EarthDesk and/or a Data Subscription, enter license keys, or to uninstall EarthDesk.

Purchasing an EarthDesk license key

An EarthDesk license key is valid for the life of the version. For example, a version 7 license key is valid for the life of version 7. Those who have a v7 key will receive free updates to (for example) v7.4, 7.5, etc. When version 8 is released, there will be a cost to upgrade. For existing users, upgrading costs roughly half of the regular price. You only have to pay full price for EarthDesk once, and upgrading is optional.

Single User license keys are valid on up to two machines, as long as one person is the primary user of both. Single User license keys are not cross-platform, which means they will only work on either a Mac or a Windows machine, but not both.

Five User license keys are valid for up to five users in one family. Five User license keys are not cross-platform, which means they will only work on either a Mac or a Windows machine, but not both.

All Data Subscription keys are cross-platform, which means they will work with both EarthDesk for Mac and EarthDesk for Windows.

To purchase EarthDesk, click “Purchase” in the License Tab. A new window will open where you can choose the item(s) you need. Select the following:

Platform / OS (Macintosh or Windows),
License Type (Full Version or Upgrade),
Seats (Single User, Family Pack, Small Business), and
Subscription (No Data Subscription or Include Data Subscription).

When all four options have been selected, the price will be shown in the blue button. Click the blue button to Checkout. We offer a choice of two online payment processors:
1. PayPal, which accepts major credit cards if you don’t have a PayPal account or if your PayPal account has insufficient funds, and
2. MyCommerce, which is owned by Digital River, and accepts major credit cards.

Neither PayPal nor MyCommerce shares customer credit card information with us.

Purchasing a Data Subscription

On the EarthDesk “Buy” page, you will see “Data Subscription Only” on the right-hand side. Click that blue button to buy or renew a Data Subscription for an existing EarthDesk license. https://www.xericdesign.com/earthdesk-buy.php

A Data Subscription will give you 32-megapixel clouds that update every three hours, earthquakes that update every fifteen minutes, the names of tropical storms, hurricanes, typhoons, and cyclones, as well as the International Space Station.

A data subscription is optional. If you are happy seeing only 2-megapixel clouds that update every six hours, and no other data feeds, that’s perfectly okay.

In the upper right-hand corner of the EarthDesk prefPane, you will see a green dot if your Data Subscription is active, a yellow dot if it is about to expire, and a red dot when it has expired.

If you do not have an EarthDesk license key, purchasing a data subscription will give you data, but it will not erase the “Unlicensed” watermark on the EarthDesk map.

Crossgrade:
To crossgrade means to buy a discounted license key for the other platform, while keeping your existing license key. Existing license terms apply.

If you have an EarthDesk 7 for Mac license key and would like an EarthDesk 7 for Windows license key, the item is called “From EarthDesk for Mac to EarthDesk for Windows”.

If you have an EarthDesk 7 for Windows license key and would like an EarthDesk 7 for Mac license key, the item is called “From EarthDesk for Windows to EarthDesk for Mac”. Both are on this page:

https://www.xericdesign.com/earthdesk-buy.php

Payment Options

We use two online payment providers: PayPal and MyCommerce. You may use either one.

We also accept checks or hard currency in the mail. Please email us to ask for the mailing address, as we need to know that your payment is coming.

Regardless of method of payment, your license key will be emailed to you. Upgrade orders are processed manually for verification purposes. Please allow until the next business day to receive your upgrade license key.

If you do not receive your license key, please check your spam folder before contacting us. If you write to us and do not receive a reply within three business days, it is likely that we have replied and the email has bounced or gone into your spam folder. In that case, please check that your email service provider is allowing messages from *.xericdesign.com.

Entering your EarthDesk 7 license key:

To enter your EarthDesk 7 license key, go to the License Tab, which is on the far right-hand side of the EarthDesk prefPane. In the lower left-hand corner of the License Tab, click the “Enter License” button. Enter your name and organization (which can be “self” or “home”, if you are using it at home). Then, using copy/paste to avoid typos, enter your EarthDesk 7 license key. Make sure there are no spaces before or after the key. If entered correctly, a green dot should appear to the right of the key.

Entering your data subscription key:

To enter your data subscription key, go to the License Tab, click Enter License (if you haven’t already done so) and then, using copy/paste to avoid typos, enter your data subscription key in the Data Subscription key field. Make sure there are no spaces before or after the key. If entered correctly, a green dot should appear to the right of the key. Click OK.

If you have opted not to buy a Data Subscription at this time, simply leave the Data Subscription field blank and click OK.

Uninstalling EarthDesk
For some tech support issues, it is necessary to uninstall and reinstall EarthDesk.

If other users are logged in and running EarthDesk, you must stop EarthDesk and remove the EarthDesk Menu Item for those users before continuing.

If you have a lot of custom EarthDesk settings that you would like to keep, please export them to a file before uninstalling EarthDesk. See the explanation on how to "Manage Presets" in the Appearance Tab section, above.

To uninstall EarthDesk, click "Uninstall EarthDesk" in the License Tab. EarthDesk will uninstall itself, all support files will be moved to the trash, and System Preferences will quit. You can then empty the trash to permanently remove the EarthDesk files.

Occasionally, a tech support issue necessitates a manual uninstall. You can find the instructions on our Support page.

In most cases, you can reinstall by downloading a fresh copy from our website.

https://www.xericdesign.com/earthdesk-download.php

If you have read this entire document and still have questions, please contact us.

https://www.xericdesign.com/contact.php

Best regards,
--
Karen Inda
Customer Support
Xeric Design, Ltd.